

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Designation of 211 and 511 as)	CC Docket No. 92-105
Abbreviated Dialing Arrangements)	

**COMMENTS OF THE AMERICAN ASSOCIATION OF STATE HIGHWAY
AND TRANSPORTATION OFFICIALS (AASHTO)**

The AASHTO hereby submits its comments on the status of 511 to determine whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned. AASHTO submits these comments on behalf of the 511 Deployment Coalition, a partnership between AASHTO, the American Public Transportation Association (APTA) and the Intelligent Transportation Society of America (ITS America). In response to the Commission's 211/511 Assignment Order, the 511 Deployment Coalition was formed in January 2001, specifically to coordinate and advance the deployment of 511 traveler information services in the United States.

I. 511 IMPLEMENTATION STATUS

The first 511 service was launched in June 2001, roughly one year after the 211/511 Assignment Order. Since then, 511 service rollout has been consistent and steady. Presently, 36 services are operating in 29 states. Of those services, 26 cover complete states ten serve metropolitan areas – 30 of the top 60 metropolitan areas in the U.S. have 511 available. 511 serves

travelers from the most rural parts of the country to daily commuters in some of our nation's most congested cities, and serves both wireless and wireline callers. 511 is now available to over 110 million Americans, or almost 39 % of the nation's population, with more 511 services launching and existing services enhancing their offering.

As requested by the FCC in its 211/511 Assignment Order, the U.S. DOT has played an important role in facilitating the "ubiquitous deployment of 511 across the country." U.S. DOT has provided resources to and actively participates in the National 511 Deployment Coalition. Also, U.S. DOT has offered 511 planning grants to the states and, to date, all but four states and Puerto Rico have applied and received such grants. Finally, U.S. DOT funded a 511 model deployment project in the state of Arizona.

The 511 Deployment Coalition projects that nearly 60% of the population will have access to 511 services in their home areas by the end of 2007, with the goal of near ubiquitous implementation of 511 services by 2010 in sight.

As important as 511 service coverage is usage. The Coalition tracks usage on all 511 services. Total usage has grown from roughly 650,000 calls in 2001 to almost 22 million calls in 2006. Through April roughly 10 million calls have been answered in 2007. The continuous increase in call volumes demonstrates the value of these services in the eyes of its users.

26 of the 511 services also offer website URLs that are “co-branded” as 511 such as AZ511.com (Arizona), 511.KY.gov (Kentucky), 511MN.org (Minnesota), 511tampabay.com, 511virginia.org, etc. These websites further extend the reach of 511 to travelers with over 6 million unique visitors and over 150 million page views from July 2005 through February 2007.

The Coalition’s web site, www.deploy511.org contains a myriad of detailed information regarding 511 deployment status, guidelines for implementing and operating 511 services and assistance reports on subjects of importance to 511 implementers.

II. CONCLUSIONS

Since 2001 511 services have expanded and grown in usage across the nation. By the end of 2007 the Coalition estimates that 60% of the population will have 511 services and by the end of 2010 the services will be ubiquitous. With 30 consecutive months of over 1 million calls to 511 nationally and over 3.3 million calls to 511 in December 2006, 511 call volumes continue to grow.

The 511 Deployment Coalition has worked since its inception to assist local agencies in their pursuit of delivering quality 511 services and will continue to do so. US Congress provided additional emphasis for 511 services in the SAFETEA-LU Sec. 5306. (b) Research and Development B) ensuring that a national, interoperable 5–1–1 system, along with a national traffic

information system that includes a user-friendly, comprehensive website, is fully implemented for use by travelers throughout the United States by September 30, 2010.

The Coalition's strongly believes that the 511 dialing code is being utilized in the manner to which the code was assigned and the Commission does not need to take any action to facilitate more widespread use.